

# HR Business Plan 2016-17

Review of objectives:  
progress

A photograph showing a female NHS staff member in grey scrubs, identified as Nikki Heywood, a Patient Visibility Nurse Specialist, smiling and talking to an elderly patient in a hospital bed. The patient is wearing a hospital gown and a wristband. The background shows a hospital room with a bed and some equipment. The image is partially obscured by a blue semi-transparent overlay on the left side.

Victoria Downing-Burn, Director of Human Resources

A central graphic featuring the text 'HEALTH & WELLBEING' in a colorful, sans-serif font. The word 'HEALTH' is split into 'HE' (purple), a red heart, and 'ALTH' (yellow and green). '& WELLBEING' is in blue. The text is set within a white rectangular box with rounded corners, which is itself inside a larger blue rounded rectangle. The background is decorated with various overlapping squares and rounded rectangles in shades of blue, yellow, orange, and purple.

## Health and Wellbeing 2016-17

The Trust has made a number of interventions under the banner of health and wellbeing.

It is currently working towards achieving accreditation under 'The Workplace Health and Wellbeing Charter', overseen by the Health and Wellbeing Steering Group.

# Work Programmes

There are two key work programmes:

## 1. Implementation of the Health and Wellbeing Strategy

- To increase employee understanding, involvement and participation in health and wellbeing activities
- To increase employee attendance rates by promoting healthy lifestyles and providing prevention, intervention and rehabilitation services to employees
- To target and reduce levels of specific work related ill health causes of sickness absence
- Through the annual Staff Survey, demonstrate a year on year improvement in response to issues relating to health and wellbeing.



## 2. CQUIN

- Flu Campaign
- The Workplace Wellbeing Charter
- Healthy Food

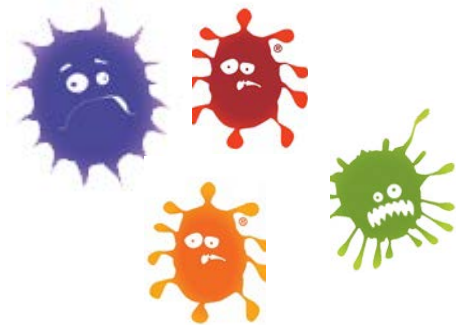


# Commissioning for Quality & Innovation (CQUIN)

Flu – achieved 68.9%

Workplace Wellbeing Charter: self assessment: 3 areas of excellence and 5 'achieving'

Healthy Food for Staff: targeting sugary drinks and foods high in fat, sugar and salt; Silver SOIL Association award.





## Future Plans



Festival of Health and Wellbeing


19<sup>th</sup> – 23<sup>rd</sup> June 2017

Flu Campaign; healthy food and focus on MSK  
and mental health

# Festival of Health and Wellbeing

## 19<sup>th</sup> – 23<sup>rd</sup> June 2017 - Schedule of events

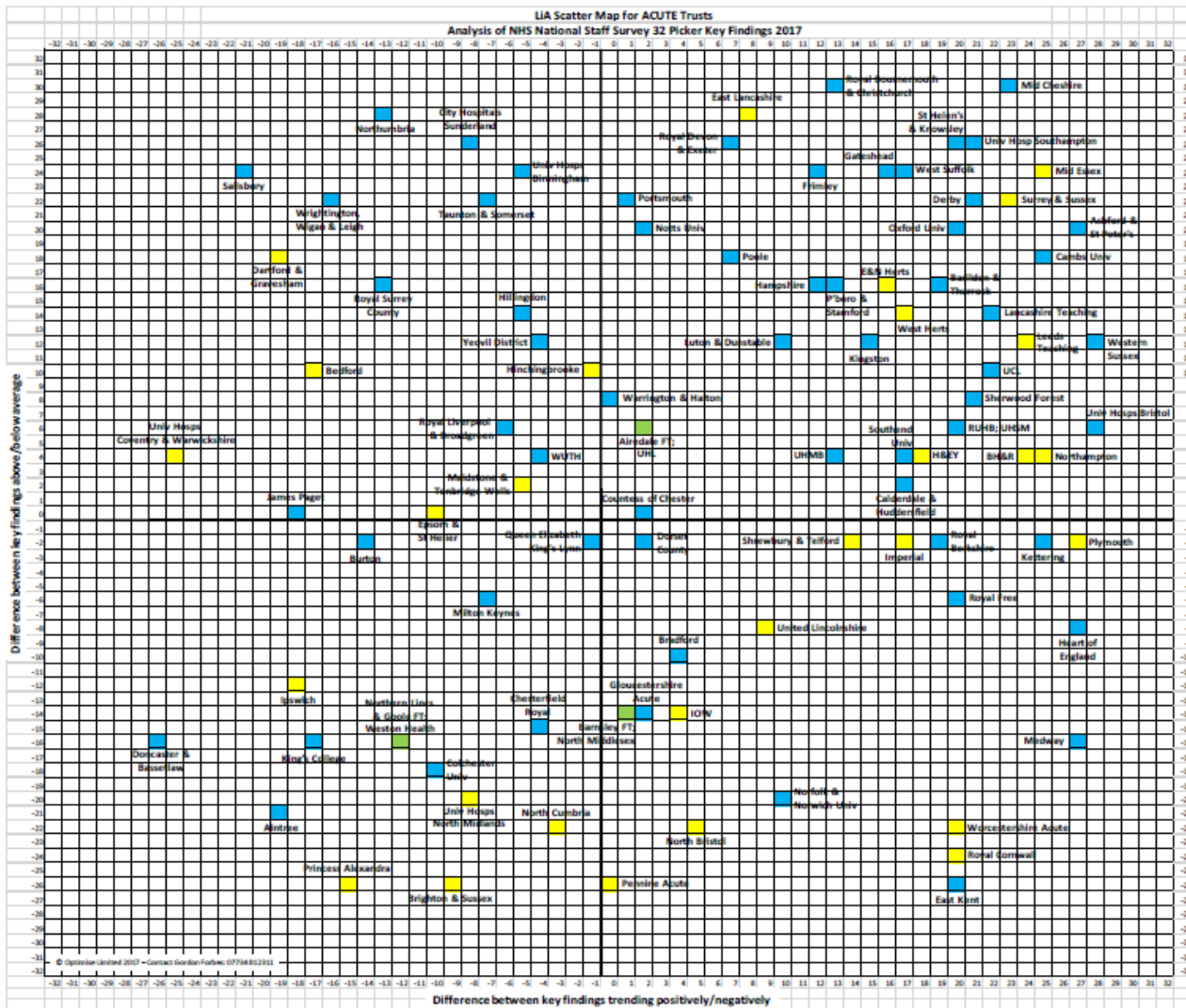
Monday 19/6	Tuesday 20/6	Wednesday 21/6	Thursday 22/6	Friday 23/6
<p><b>LAUNCH – 10am</b> <b>Lansdown all day</b></p> <ul style="list-style-type: none"> <li>James Scott to launch the week</li> <li>Cupcakes(with HWB logo)/fruit given out by the executive team</li> <li>Speaker – Ali Khavandi (10am)</li> <li>Stands and literature (all week) (Mindfulness, OH, Smoking, Healthy eating) and programme of the week</li> <li>Trolleys 11-12.30</li> </ul>	<p><b>ACTIVITIES – 1pm – 5pm</b> <b>Lansdown</b> <b>(Oasis for physical sessions)</b></p> <ul style="list-style-type: none"> <li>Trolleys 11-12.30</li> <li>Walking club promotion – Geri Sheppard 12-1pm</li> <li>Speaker – Serryth (1pm)</li> <li>RUH Choir (1.30pm)</li> <li>Physical sessions (2pm onwards in the Oasis) - Yoga/Pilates/Zumba/ - staff drop in, no appointment required</li> <li>Free swimming</li> <li>Environment champions &amp; cycle scheme promotion (stand left up all week)</li> <li>Map of the gardens &amp; food outlets on site, including step count of a walk around the site</li> <li>Carers Support Wiltshire stand (left up all week from 9am Tuesday – Friday).</li> <li>Innovation funding pop up panel</li> </ul>	<p><b>FUEL –</b> <b>Lansdown all day</b> <b>and RNHRD</b></p> <ul style="list-style-type: none"> <li>Occupational health – health checks (9-12.30pm)</li> <li>Support with the staff physio /MSK service</li> <li>Trolleys 11-12.30</li> <li>Hydration – free water</li> <li>RUH Healthy Bake Off 1pm (cakes to arrive 12.30-12.45pm) – judges Nick Houlton – Governor, Bernie Marden – Head of Division, W&amp;C</li> <li>Alcohol awareness stand</li> <li>Sunscreen promotion stand</li> <li>Innovation funding pop up panel</li> </ul>	<p><b>RELAXATION –</b> <b>Lansdown all day</b> <b>(PGMC DR 2.30-4.30pm)</b></p> <ul style="list-style-type: none"> <li>Trolleys 11-12.30</li> <li>Speaker – Stuart (1pm)</li> <li>Art at the Heart and music</li> <li>Sleep guidance (including sleep packs)</li> <li>Massages (10-2.30pm – staff drop in, no appointment required)</li> <li>PAT dogs</li> <li>Mindfulness session (3.30-4.30pm)</li> <li>Selfcare stand</li> <li>Knitting workshop</li> </ul>	<p><b>FUN –</b> <b>Oasis 1-5pm</b></p> <ul style="list-style-type: none"> <li>Trolleys 11-12.30</li> <li>Band 1pm (setup from 11am)</li> <li>Smoothie/mocktail making</li> <li>Raffle – 2pm</li> <li>Healthwise physical activity referral scheme</li> <li>Cricket club</li> <li>Bath University</li> <li>Wellsway gym</li> <li>Low calorie/fat sandwiches and snacks</li> <li>Free swimming</li> <li>Low calorie drinks</li> <li>Bookseller</li> <li>Sunscreen promotion</li> <li>Carers Support Wiltshire stand (manned by Lizzie Rapley in the Oasis)</li> <li>Health and Safety – ‘are you sitting comfortably?’</li> </ul>

The background features a collection of overlapping squares in various shades of blue, yellow, orange, and purple, scattered across the page.

# Staff Survey Results 2016



# 2017 LiA Scatter Map of NSS 32 Picker Key Findings - ACUTE Trusts



## Improvements – since 2015

- staff satisfaction with the quality of work and care they are able to deliver
- organisation and management interest in and action on health and wellbeing
- quality of appraisals
- good communications between senior managers and staff
- support from immediate managers
- recognition and value of staff by managers and the organisation
- satisfaction with resourcing and support

## Deterioration – since 2015



- Percentage of staff experiencing discrimination at work in the last 12 months
- Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion (however, for this indicator despite our own worsening position the Trust is 'better than average' and features in the best top 20% of all acute trusts).

## Our top five areas in 2016

- Recognition and value of staff by managers and the organisation
- Percentage of staff appraised in the last 12 months
- Quality of appraisals
- Percentage of staff experiencing harassment, bullying or abuse from staff in the last 12 months
- Percentage of staff believing that the organisation provides equal opportunities for career progression or promotion

## Our worst five areas in 2016

- Percentage of staff reporting errors, near misses or incidents witnessed in the last month
- Percentage of staff/colleagues reporting most recent experience of violence
- Staff confidence and security reporting unsafe clinical practice
- Fairness and effectiveness of procedures for reporting errors, near misses and incidents
- and, quality of non-mandatory training, learning or development.

## Trust wide priorities

**Equality and Diversity:** to tackle discrimination and improve opportunities for all staff in career progression/promotion

**Reporting:** to be improved across a number of areas including clinical incidents; errors, near misses and incidents of violence so that the Trust can respond to staff's needs and make interventions to further build confidence and use of the systems for recording, feedback and learning.

**Patient care and experience:** staff feel that they are not satisfied with the quality of care that they are able to deliver and there is scope to support staff and help to evidence how their role makes a difference to patients.

**Violence, harassment and bullying:** the staff experience remains unchanged since the previous year, and improvements in staff confidence and skills in these areas is required.

# Embedding our Values 2016/17

Everyone  
Matters  
Working  
Together  
Making a  
Difference

# Staff Engagement, our values journey ....

1

September 2015  
We launched our values programme

2

January 2016  
We launched our values

3

April 2016  
We begin the journey to embed our values, VBR, induction, appraisal, web pages, manager cascade, posters



April 2016  
Everyone Matters campaign: ThanksBox

4

5

July 2016 'Making A Difference ' survey

6

November 2017  
Working Together Improving recruitment processes using systems thinking

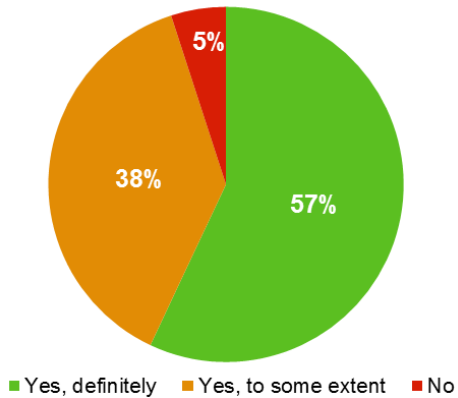
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February 2017  
Review of ThanksBox

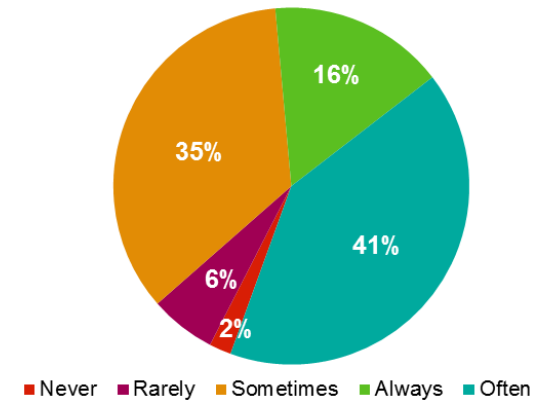


## Staff Survey 2016 Values

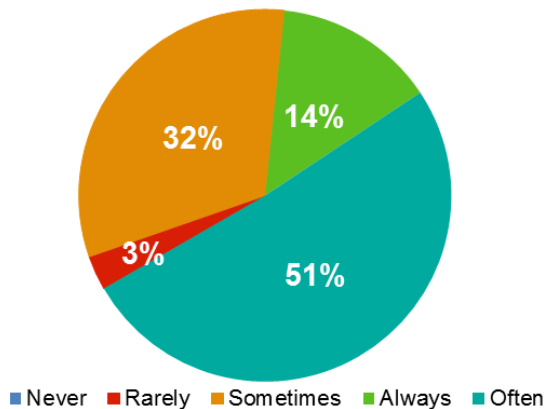
Are you aware of your organisation's values?



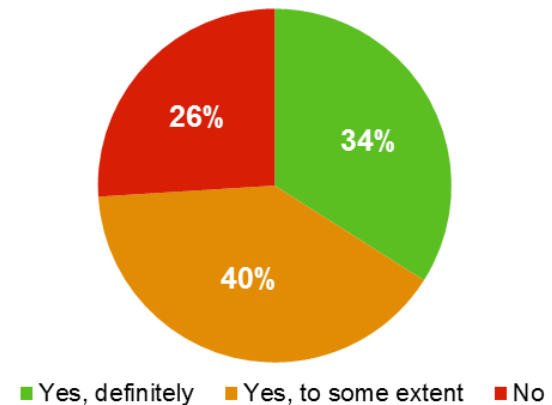
Do managers demonstrate the values at work?



Do other colleagues demonstrate the values at work?



Were the values of your organisation discussed as part of the appraisal process?



## **Objective: Implement IT Solutions to Support Time, Attendance & Productivity**



### **Complete Scoping/Tendering Process for appropriate new rostering system**

- Project involved assessing current system and exploring other systems on the market
- Demonstrations given by 3 providers to clinical, IT, rostering staff etc.
- Other Trusts contacted/visited regarding their systems
- Outline Business Case, scoping existing system and requirements of new system drafted by end May 2017

## **Objective: Implement IT Solutions to Support Time, Attendance & Productivity**



### **Implement System to Ensure Accurate & Timely Sickness Absence Reporting**

- Project established to explore all elements of Manager/Self Service of the Electronic Staff Record System and benefits that could be realised

## Objective: Implement IT Solutions to Support Time, Attendance & Productivity



### Interdependencies of ESR Project:

- Trust needs to identify “ESR owner” and team to support implementation of ESR Manager/Self Service to ensure it is embedded into “business as usual”
- “Systems Thinking” approach being used on recruitment processes across the Trust
- Project methodology being planned to realise the most benefits from all areas